

## Certificate of Express Mailing

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**SEP 15 2004**

**Technology Center 2600**

"Express Mail" Mailing Label Number: EV522971139US

Date of Deposit: 09/10/2004

Ref: Case Docket No.: P3251

First Named Inventor: Igor Neyman

Serial Number: 08/928,861

Filing Date: 09/12/1997

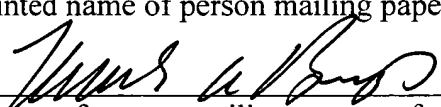
Title of Case: Call Center Apparatus and Functionality in Telephony

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Information Disclosure Statement.
2. Cover Letter for Information Disclosure Statement.
3. Copies of 3 publications cited in the IDS.
4. Copy of the supplementary European search report.
5. Certificate of express mailing.
6. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)

  
(Signature of person mailing paper or fee)